



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



August 22, 2025

[REDACTED]
[REDACTED]
Woodbridge, VA [REDACTED]

NEF-109 rrr
Ref. No. 11637306

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2017 Ford Fusion vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We understand your concerns with transmission and torque converter in your MY 2017 Ford Fusion. However, please note that recalls are very specific in regard to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. As such, NHTSA Safety Recall Campaign No 17V427 is limited to MY 2017 Ford Fusion vehicles equipped with 2.0L engines. Your MY 2017 Ford Fusion is equipped with a 1.5L engine, and therefore is not included in Recall 14V427. Hence, the reason you did not receive a recall notification back in 2014.

We reviewed our database to identify whether a safety defect trend exists with the transmission and torque converter in MY 2017 Ford Fusion vehicles, equipped with 1.5L engines. At this time, NHTSA has not identified sufficient evidence to support the opening of a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

Your request for a reimbursement does not fall under our jurisdiction. We encourage you to continue to work with Ford and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Ford representative regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Virginia Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at ftc.gov/complaint.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement